

**Approved Minutes**  
**Enhanced 911 Commission Meeting**  
**July 9, 2004**  
**Department of Public Safety**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

Alfred Dudek  
Ernest Herrick  
Donald Richardson  
Gordon Shand  
Mike Stemmler  
Jeff Vannais  
Lee Vincent

**Representing**

Municipal Fire Chiefs  
Volunteer Fire Service  
Cingular Wireless  
Office of Emergency Medical Services  
Connecticut State Police  
Public Service Answering Point (PSAP) Representative  
Connecticut Conference of Municipalities "CCM"

**Staff**

George Pohorilak  
Jerry Zarwanski  
Mike Guerrero  
Joan Carrasquillo  
Carey Thompson  
Liz Crutcher  
Anne Finn

Office of Statewide Emergency Telecommunications (OSET)  
OSET  
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OSET

**Others in Attendance**

Janet Ainsworth	Department of Public Safety
Karen Buckley Bates	Legislative Office
Andrew Campion	New Haven 911
Larry Cole	SBC
Carol Criscuolo	AT&T
Peter Christensen	Northwest CT Public Safety Communications Center
John DonFrancisco	Quinebaug Valley Emergency Communications Center
Jim Donnelly	New Britain
Rich Grocki	Colchester Emergency Communications Center
Leonard Guercia Jr.	Department of Public Health
John Gustafson	CMED New Haven
Robert Howley	Cox Communications
Robert Kenny	Department of Public Health-Office of Public Health Preparedness
Kimberly King	Newington PSAP
Joe Marsalisi	Willimantic Fire Switchboard
Tyler Millix	Tolland County Mutual Aid Fire Services
Jan Mott	Willimantic Fire Switchboard
Ed Pass	SBC

Kathy Pierce  
Roy Piper  
John Rehberg  
Steve Savage  
Tina Waring

Cox Communications  
Office of Emergency Management  
Valley Shore 911  
Northwest CT Public Safety Communications Center  
Cox Communications

### **Call to Order**

Chairman Herrick called the meeting to order at 9:06 a.m.

### **Approval of E911 Commission meeting minutes of April 2, 2004**

At 9:06 a.m. there was no quorum. Ernie Herrick announced that six commission members must be present for a quorum. Mr. Herrick skipped voting on approval and steered the Commission to discuss correspondence.

### **Correspondence**

George Pohorilak reported. George read a letter from the Military Department of the Office of Emergency Management. The letter stated that Roy Piper is to serve as a member of the 911 Commission. Mr. Piper will be replacing Tom Walsh. The Commission will be notified of the police appointment.

### **Final approval of E911 Commission meeting minutes of April 2, 2004**

Shortly thereafter, another commission member arrived completing the quorum required. Voting for approval of the minutes took place immediately. Donald Richardson motioned and Gordon Shand seconded the motion. The motion passed unanimously.

### **Public Comment**

John Gustafson mentioned the legislation regarding the Homeland Security Coordinating Commission. That legislation requires a 911 PSAP manager as a member. Mr. Gustafson asked the Commission how that appointment will take place. George Pohorilak said that appointment of Gary Stango from the City of Hartford was made by the Governor. The Commission was never consulted to nominate someone for that position.

Andrew Champion spoke on dialing 911 numbers. In one situation, 9-911 was dialed and the number went into White Plains, New York. Mike Guerrero informed the group that Nextel has a four-digit dialing plan. When dialing four digits on a Nextel wireless phone at anytime, it goes to the office in White Plains. Their PBX system treats it as an extension in its corporate office.

### **Staff Reports**

#### **EMS Data Report**

Chairman Ernest Herrick introduced Leonard H. Guercia, Jr. to the Commission. Mr. Guercia is the Emergency Medical Technician - Paramedic, Director at the Connecticut Department of Public Health (DPH) in the Office of Emergency Medical Services (OEMS). Ernest Herrick turned the meeting over to Mr. Guercia who gave a presentation to the Commission on the EMS data collection program funded by the E911 Telecommunications Fund.

Mr. Guercia introduced colleagues who came with him. Karen Buckley Bates from the Legislative Office was introduced to the Commission. Mr. Guercia explained Karen was

intimately involved in the passing of the public act. Retired Orange Police Chief Robert Kenny was introduced to the Commission. Mr. Kenny is now part of the Department of Public Health. Mr. Kenny is on a federal grant and is tasked with rewriting the state's EMS plan that dates back to 1997.

Mr. Guercia gave a presentation of EMS data collection to the Commission. The EMS data collection system was created to create a unified state EMS data collection system. This project is led by the EMS Data Committee, which John Gustafson, CMED director from New Haven, is the chair. This is a subcommittee to the state's Legislative EMS Advisory Board.

The state contracted with Digital Innovations who built a product from the ground up to collect EMS data. The presentation demonstrated what the data screen looks like, the pull down menus, how data is collected and discussed all aspects of the functional data entry system. Mike Guerrero mentioned the data collected at the PSAP's must be tied in regarding telephone activity to the EMS responders data.

John Gustafson asked, "how do you get the information to flow through the pipeline?" Hospitals need the patient care reported but it will take five to six years to roll out system to do that. Several county members are on the DPH committee for EMS data. Gustafson invited anyone who has fire, EMS, and police experience to join this committee.

### **Emergency Medical Dispatch (EMD)**

Carey Thompson reported the latest statistics as of July 7, 2004. OSET is almost at full compliance with the State mandate.

To date, seventy-seven PSAP's and eight troops have EMD implementation or are in the process of being implemented. There are 19 PSAP's that are forwarding calls to a CMED or an EMS responder. Only 3 PSAP's have not implemented. All of the PSAP's have been contacted. OSET has reimbursed for the training of a total of 842 students. There were 103 students pursuing ongoing EMD training. A total of fifty-seven PSAP's and three ambulance services have been reimbursed for training.

The total spent in Fiscal Year 01-02 was \$17,970.00. The total spent in Fiscal Year 02-03 was \$33,396.00. The total spent in Fiscal Year 03-04 was \$133,945.00. Total to date \$185,311.00 for training and cardsets.

George Pohorilak mentioned that the mandated starting date for all PSAP's to provide for pre-arrival medical instructions is July 1, 2004.

Ernie Herrick said there is a statute regarding lights and sirens in police cars. If an ambulance driver is using lights, he or she must use their siren and vice versa when driving to emergencies. Gordon Shand said if a 911 call is for sprained ankle or something less threatening, the ambulance driver should use discretion in when to use sirens and how to respond.

### **Training Program**

George Pohorilak reported in Sue Vaughn's absence for the period during the period of March 31, 2004 through July 1, 2004.

The Office of Education and Data Management (OEDM) ran two telecommunicator classes. One was held in April and one in June. A total of 73 students were trained, 70 students were tested, 68 students passed, 28 students were certified as telecommunicators and 6 were re-certified as telecommunicators. There were no instructors certified or re-certified during this period.

Another telecommunicator class scheduled for August is almost full. OEDM has been asked to revise the telecommunicator training program. A revised program will be in place by 2005.

### **Unfinished Business**

#### **FY 04 / 05 Budget**

George Pohorilak reported on the FY 04-05 Budget. He indicated that Willimantic Fire Switchboard lost three towns, Quinebaug Valley Emergency Communications center gained two and Colchester ECC gained one. He also responded that the DPUC has set the 911 surcharge for FY 04/05 at 19 cents.

#### **EMS Data Report Q2 2004**

Mike Guerrero reported. To date, OSET received 48 reports from PSAP's. PSAP compliances still remains poor (44.8% Q1 2004) regardless of letters sent to PSAP's. Pohorilak stated that letters will be sent to the chief elected officials regarding non-compliance.

### **Wireless**

#### **Wireless Phase II Deployments**

Mike Guerrero reported all wireless carriers are Phase II compliant except T-Mobile. T-Mobile will conduct spot testing of sites at the beginning of August. By the end of August, Connecticut will be Phase II compliant statewide. A manual re-bid ALI is essential to retrieve the latitude and longitude, of the wireless caller.

Commissioner Vannais questioned OSET staff about the ability of the call handling system to do an automatic re-bid. Director Pohorilak indicated that it was a manual process and that in order to make it automatic SBC/Intrado would have to modify the software. Commissioner Vannais asked OSET to investigate. In response to an inquiry regarding modifying the software to allow for automatic ALI re-bids, George Pohorilak mentioned anything Intrado does has a significant price tag. OSET agreed to investigate automatic re-bidding of calls.

#### **Accuracy Testing**

Liz Crutcher reported. OSET has started Accuracy Testing for wireless location information. OSET has staff out in the field calling PSAP's from eight different cell phones from all carriers. Location information from the PSAP call is given to staff and compared with GPS latitude and longitude. This ongoing testing will continue through the fall. Mike Guerrero discussed the data compiled up to this point.

## **PSAP Issues**

### **Customer Premise Equipment (CPE) Upgrade**

George Pohorilak reported that all PSAP's are expected to be upgraded, to the new platform by SBC, by mid September. OSET has entered into a second year agreement with GDT for the street centerline data. OSET recognizes that the GDT map has incorrect information and is developing a process/procedure to collect the identified errors and get an update/corrected map back to the PSAPs.

### **Deployment Schedule**

George Pohorilak reported that SBC has indicated deployment will be done by September 17, 2004.

### **PSAP Focus Group**

Joan Carrasquillo reported that OSET conducted 10 Focus Group sessions over the last six months. All were held at CERC in Rocky Hill.

Observations and perceptions by those who attended the meetings are included in the notes distributed at the E911 Commission meeting. At total of 83 PSAP's sent representatives to these meetings. There were 31 PSAP's that did not participate. Copies of the attendance sheets for these meetings were made available at the meeting.

George Pohorilak thanked Carey Thompson, Cindy White and Joan Carrasquillo for heading up these meetings.

## **E9-1-1 Performance Reports**

### **SBC**

Mike Guerrero reported. A report was distributed and discussed. In the System Trouble Report the Palladium Software is the most frequent problem reported in all categories. In the ALI Retrieval report, "Record Not Found" is increasing. The Service Order report and the Network Performance Report appear to be in compliance. Of 535 manual queries reported to OSET, only 246 reported.

### **911 Call Counts**

Joan Carrasquillo reported. Handouts reflecting the total number of calls for wireline and wireless phones to all PSAP's during March, April and May 2004 were distributed.

## **Competitive Local Exchange Carriers (CLECS)**

Mike Guerrero distributed and discussed the performance reports submitted by SBC and CLECS. Cox CT Telecom, Worldcom, AT&T & Choice One Communications submitted reports. Paetec and Conversent Communications performance reports were not received.

Mike Guerrero stated that AT&T Comcast is taking three to four days to update records in the E9-1-1 database. The update of the E9-1-1 database and AT&T Comcast Hartford switch experience 50% blockage to the 9-1-1 tandems on three days. AT&T representative, Carol Criscuolo, will respond to these issues.

## **New Business**

### **Emergency Service Number (ESN) Reassignments of Wireless Municipal Sectors**

George Pohorilak reported. Wayne Maheu and George Pohorilak went out to meet with municipal PSAP's who were impacted by the redirection of cellular calls to local PSAP's that were previously sent to Regional Centers. All municipal police chief's and PSAP directors express their desire to have the changes made quickly. The changes made were effective July 1, 2004.

### **Reassignment of Wireless Highway Sectors**

George Pohorilak reported that the reassignment of highway sectors in some regional center jurisdictions is on hold.

### **Funding Formula Revisions**

George Pohorilak reported. OSET is looking at revisions to the 911 funding formula. The revisions will contain possible changes to the funding formula for Regional Communications Centers and Cities with populations greater than 70,000. The change is to provide funding for centers that have few towns and to help two regional centers that will have reduced funding in fiscal year 2005-2006, due to reassignment of some cell sectors.

Spreadsheets were distributed detailing the fiscal impact for a proposed change to the formula. This process could take up to one year. If this change is adopted, it could be in place for the fiscal year 2005-2006.

Chairman Herrick addressed the issue of reviewing the funding formula and indicated that he was creating a subcommittee to study the issues. The subcommittee would look at

1. Changes to the formula for Regional Communication Centers and cities.
2. A funding initiative to provide funds to all public safety answering points.
3. Ways to provide increased incentives to regionalize emergency communications centers.
4. Funding of capital improvements.
5. A review of the 1996 E911 task force report.

Chairman Herrick indicated that he was appointing Jeff Otto, Richard Darin, James Donnelly, Andrew Campion, Allan Gawel, Alfred Dudek, George Pohorilak and Lee Vincent to the subcommittee. Lee Vincent will chair the committee and George Pohorilak will serve as secretary. The subcommittee will report back to the Commissioner at the January 2005 meeting. Subcommittee Chairman Lee Vincent was directed to work with George Pohorilak to establish a meeting schedule.

**Public Comment**

John Rehberg mentioned audio is used during the re-bid process. If the automatic re-bid kicks in while talking to a caller, there is a possibility the PSAP could lose audio. Mike Guerrero mentioned that the same frequency is used for audio as for communicating with the satellite. When using a network-based carrier, blanking should not happen. When handsets are communicated with a satellite, the same frequency as audio is used and blanking can occur.

**Adjournment**

A motion was made by Alfred Dudek, seconded by Gordon Shand and unanimously approved to adjourn the meeting at 10:55 am.

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Ernest Herrick, Chairman

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Date